
The Royal Australasian College of Surgeons and the Australian Society of Plastic Surgeons collaborate in the delivery of the Surgical Education and Training Program in Plastic and Reconstructive Surgery.

Guidelines for SET Selection Video Interviews

Selection Candidates

The Royal Australasian College of Surgeons (RACS), the Australian Board of Plastic and Reconstructive Surgery (the Board) and the Australian Society of Plastic Surgeons (ASPS) have been engaged in significant planning around the global impact of the COVID-19 pandemic.

To allow the assessment of Selection candidates for the Surgical Educational Training (SET) program to proceed, the Board has implemented measures for SET Selection interviews to be undertaken via videoconference.

The videoconferencing platform used to conduct SET Selection interviews is *Zoom*. These guidelines will provide you with a basic understanding of how to use this platform and will also outline video interview requirements.

TABLE OF CONTENTS

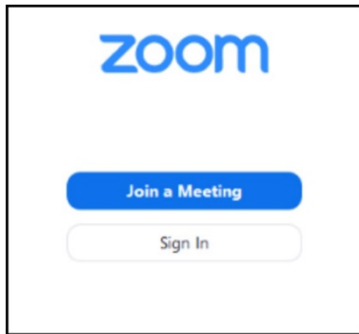
Joining an interview via Zoom Desktop Application	3
Joining an interview via an internet browser.....	4
Virtual Lobby.....	5
Audio & Video Settings.....	5
Testing Zoom	6
Identification Requirements	6
Interview Conduct & Etiquette.....	6
Contingency plan for dropouts/IT issues	7
Support	7
Audio Recording Declaration at end of Interview	7

Joining an interview via Zoom Desktop Application

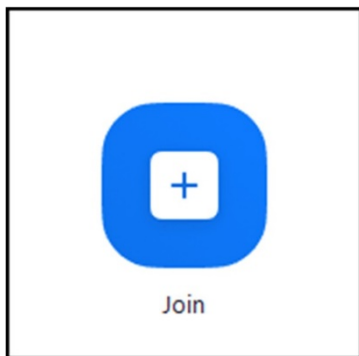
Please refer to the interview schedule for all relevant details, including the interview link and Meeting ID.

1. To join an interview via your desktop, open the Zoom desktop client application.

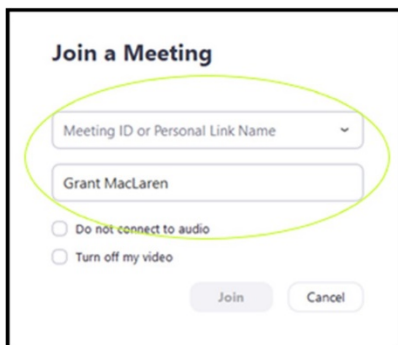
If you would like to join an interview without creating a Zoom account, simply click on the 'Join a Meeting' option as shown below.



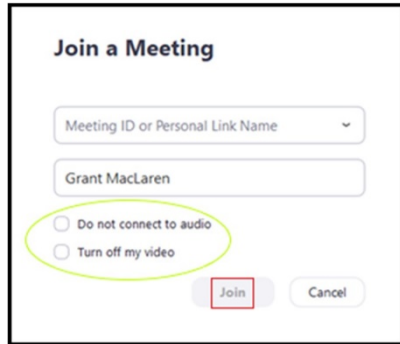
If you have an existing Zoom account, sign in using your login details and click on the 'Join' option as shown below.



2. Enter the Meeting ID (available on the interview schedule) and your display name in the fields shown below.



3. Confirm that the audio and video options are not ticked (to ensure audio and video capabilities are enabled) and click 'Join'.



The screenshot shows the 'Join a Meeting' dialog box. At the top, there is a dropdown menu for 'Meeting ID or Personal Link Name' and a text input field containing 'Grant MacLaren'. Below these are two radio button options: 'Do not connect to audio' and 'Turn off my video', both of which are currently unselected. These two options are circled in green. At the bottom right, there are two buttons: 'Join' (circled in red) and 'Cancel'.

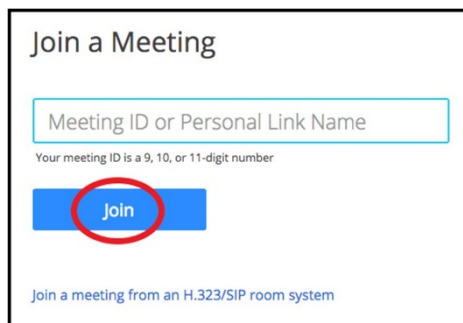
The Board encourages Selection Candidates to join the interview 10 minutes prior to the scheduled starting time (as would usually occur for a face-to-face interview) in order to mitigate any technical difficulties that may arise.

If you experience any difficulties when trying to join the interview, **please email Gregory Eliovson at geliovson@plasticsurgery.org.au as soon as possible.**

Joining an interview via an internet browser

Please refer to the interview schedule for all relevant details, including the interview link and Meeting ID.

1. To join an interview via your internet browser, open your browser. For the best experience with Zoom, the latest version of Google Chrome is recommended.
2. Visit the link <https://join.zoom.us/>.
3. Enter the Meeting ID provided on the interview schedule and click 'Join'.



The screenshot shows the 'Join a Meeting' dialog box. It features a text input field for 'Meeting ID or Personal Link Name' with a placeholder text 'Your meeting ID is a 9, 10, or 11-digit number'. Below the input field is a blue 'Join' button, which is circled in red. At the bottom, there is a link: 'Join a meeting from an H.323/SIP room system'.

The Board encourages Selection Candidates to join the interview 10 minutes prior to the scheduled starting time (as would usually occur for a face-to-face interview) in order to mitigate any technical difficulties that may arise.

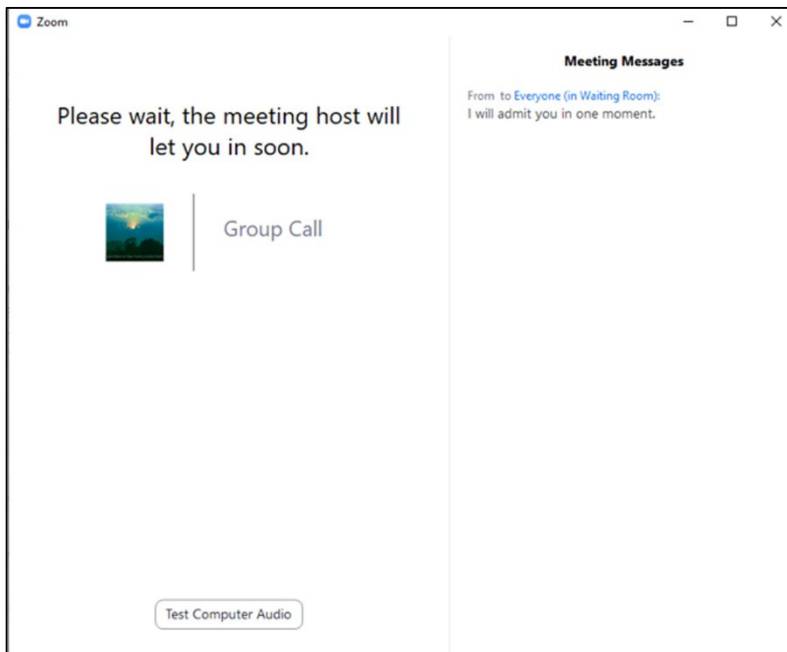
If you experience any difficulties when trying to join the interview, **please email Gregory Eliovson at geliovson@plasticsurgery.org.au as soon as possible.**

Virtual Lobby

The 'virtual lobby' or 'waiting room' feature has been activated for the purposes of your interview.

Please wait, the meeting host will let you in soon.

Should you not be granted entry at the exact scheduled start time of your interview, please check the "meeting messages" tab within the Zoom waiting room for updates from the Interview Coordinator, as the panel may require an extra minute or two to adequately prepare.



If you have not been granted entry 5 minutes after the scheduled interview start time, **please email Gregory Elovson at geliovson@plasticsurgery.org.au as soon as possible.**

Please note that you will not be able to access your interview link until the day of the interview, when the Interview Coordinator is available and ready to grant you access.

Audio & Video Settings

To ensure the interviews are of high quality, and that a face-to-face interview experience is replicated as closely as possible, the Boards ask that all participants:

- Ensure they have a reliable internet connection and plan for a backup connection such as a wired connection or cellular hotspot.
- Close all other computer programs to improve bandwidth.

- Consider switching their mobile phone and online status to “*Do Not Disturb*” to prevent interruptions by instant messaging or calls.
- Position themselves in a quiet and confidential area with adequate lighting and a neutral background.
- Have their video enabled and are visible for the duration of the videoconference.
- Have their microphone turned off when not speaking.
- Wear headphones for the duration of the videoconference to reduce the effects of electronic feedback and environmental noise and minimise the need to toggle settings during the interview (please ensure these are plugged in and tested prior to joining the videoconference).

Testing Zoom

To ensure that your computer’s audio and video capabilities are enabled and working correctly, you can conduct tests with Zoom by visiting the following links:

- **Audio Testing**
<https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>
- **Video Testing**
<https://support.zoom.us/hc/en-us/articles/201362313-How-Do-I-Test-My-Video->

Identification Requirements

To confirm your identity on the day, please present your current driver’s license or passport at the beginning of the interview.

The Interviewing panel will be provided with a copy of the recent photograph you sent to ASPS and will verify your identity against three items: your photograph, your driver’s license or passport and your on-screen video.

Interview Conduct & Etiquette

In order to maintain the integrity of the interview process, Selection Candidates must adhere to the following requirements:

- **Must** conduct the interview in a secure and confidential environment with a neutral background (e.g. office meeting room, home study room). The use of headphones with a microphone is preferred to reduce the effects of electronic feedback and environmental noise.
- **Must** be visible from at least the waist upwards to the top of the head for the duration of the interview (with hands and arms visible at all times).
- **Must** maintain regular eye contact with the camera at all times.
- **Must not** record the interview.
- **No** other persons are to be present for the duration of the interview.
- **No** medical or academic resources are to be used for the duration of the interview. **Must demonstrate** that the room is void of such material, such as on the wall, on the floor, etc.

Please be advised that if you fail to adhere to these requirements, the Interview Panel may choose to terminate your interview at any time.

Contingency plan for dropouts/IT issues

- If your video and/or audio is compromised, the interview will be paused, and we will try to re-establish connection within the first 5 minutes. If not possible, the candidate will be offered another time to complete their interview. Interview slots may be kept vacant at the end of the day should an interview need to be deferred due to technical problems.
- If you need to complete the interview at another time, panel members will save scores awarded, so these are not lost.
- If we cannot re-establish connection on the same day due to a major power / internet outage, candidates will be offered another opportunity to complete their interview. However, the interview will need to be completed within 48 hours. If the electricity/internet cannot be reinstated within the 48-hour window, an application will be withdrawn.
- The panel will decide if the last question asked before dropout has been fully addressed and candidates will be advised accordingly. The interview will resume where it left off and will run for the time that was remaining when it was interrupted. Additional time will not be offered. Questions previously answered will not be asked again.
- If panel members video and/or audio is compromised, the interview will continue, and the panel support person will try to re-establish connection without disrupting the interview.

Support

A team member from the ASPS Office will remain logged in for the duration of your interview. The team member will assist with coordinating the interview and providing technical support however will not participate in the interview itself (their audio and video will be turned off during the interview).

Audio Recording Declaration at end of Interview

Prior to the leaving the interview room, the Board requests an audio recording is made to identify all participant names and roles. An ASPS Team member will be required for this step and will join available for up to 10 minute prior to the end of the interview.

Frequently Asked Questions

What program will I need to download in order to participate in an interview?

You are not required to download Zoom in order to participate in an interview via videoconference, however for the best experience, it is recommended to download the desktop client.

If you prefer not to download the desktop client, the latest version of Google Chrome is the recommended internet browser. Depending on your internet browser, you may be required to enable settings to allow use of your microphone and webcam.

Will I need to create an account to access Zoom?

You are not required to create a *Zoom* account to participate in an interview.

To join an interview, please refer to the interview schedule for all relevant details, including the interview link and Meeting ID. Once you have clicked on the link, the videoconference will open in your web browser (or the desktop client if you have downloaded it).

Will Zoom work on my computer?

Zoom is compatible with Mac and PC computers.

What technology do I need in order to participate in an interview?

A microphone and a webcam will be required to participate in interviews.

Most laptop computers include in-built microphones and webcams. It is recommended that you check your device settings prior to an interview to ensure these features are enabled, and if possible, wear a headset for the duration of the interview to ensure the highest quality experience.

Is it possible for me to test Zoom prior to the day of the interview(s)?

The ASPS Office will offer testing on pre-arranged days. Please check your email inbox with the offer to interview for the link to testing.

Otherwise you may test the *Zoom* software at the following link: <https://zoom.us/test>